

Figure 1

ONLINE CALL MANAGEMENT METHOD LAUNCHES DURING INTERNET DIAL-
UP LAUNCH

↓
SUBSCRIBER TELEPHONE SERVICE FORWARDS TO APPLICATION SERVER -32

↓
INCOMING CALL MADE AND RECEIVED AT APPLICATION SERVER -34

↓
SCREEN VIEWABLE MESSAGE SENT TO SUBSCRIBER VIA INTERNET -36
INCLUDING

↓
AVAILABLE CALLING STATION IDENTIFICATION INFORMATION -38

AND

↓
A QUERY TO THE SUBSCRIBER FROM A LIST OF DISPOSITION OPTIONS -40

ANSWERING THE TELEPHONE CALL OVER THE DATA NETWORK -42

ANSWERING THE TELEPHONE CALL USING A PUBLIC SWITCHED -44
NETWORK

IGNORING THE TELEPHONE CALL -46

SENDING THE TELEPHONE CALL TO A VOICEMAIL SYSTEM -48

FORWARDING THE TELEPHONE CALL TO A DIFFERENT -50
TELEPHONE NUMBER

PLAYING AN ANNOUNCEMENT TO THE CALLING STATION -52

PLACING THE CALLING STATION ON HOLD -54

ADDING THE CALLING STATION TO A CONFERENCE CALL -56
BRIDGE

HANGING UP THE TELEPHONE CALL -58

RECEIVING A DECISION FROM THE SUBSCRIBER CHOOSING AT LEAST ONE -60
CALL DISPOSITION OPTION;

↓
PERFORMING RESPECTIVE ACTION ACCORDING TO THE CALL DISPOSITION -62
OPTION.

Figure 2

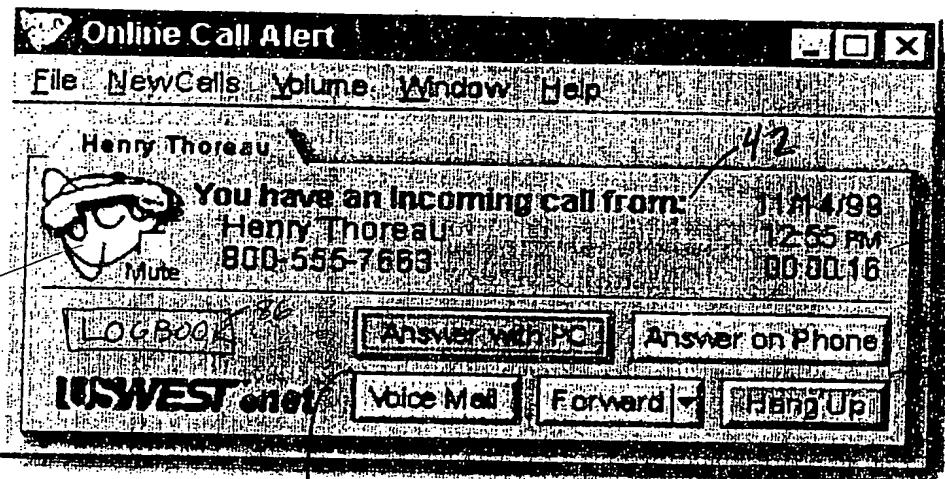


FIG 3

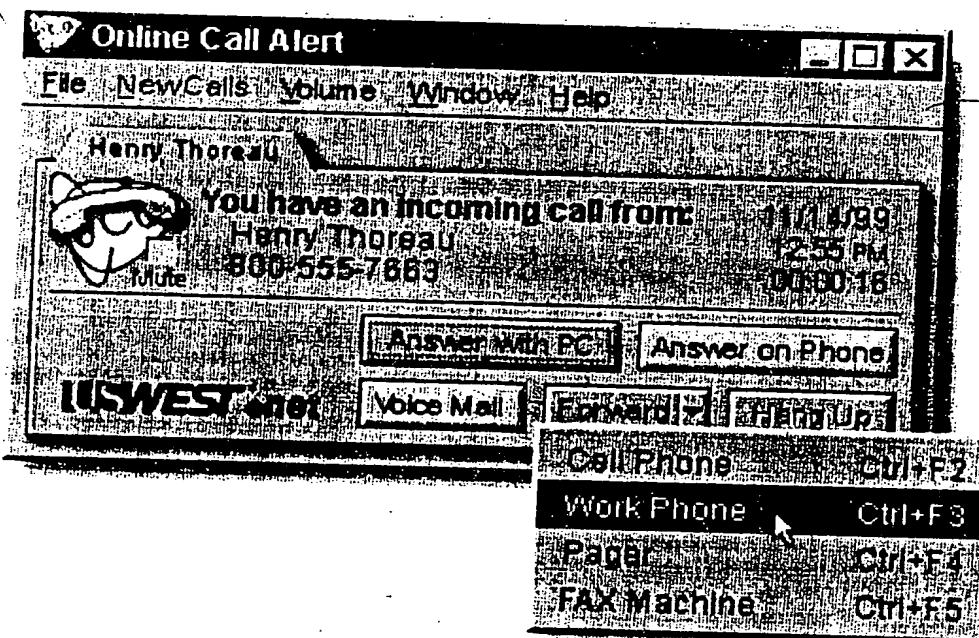


FIG 4

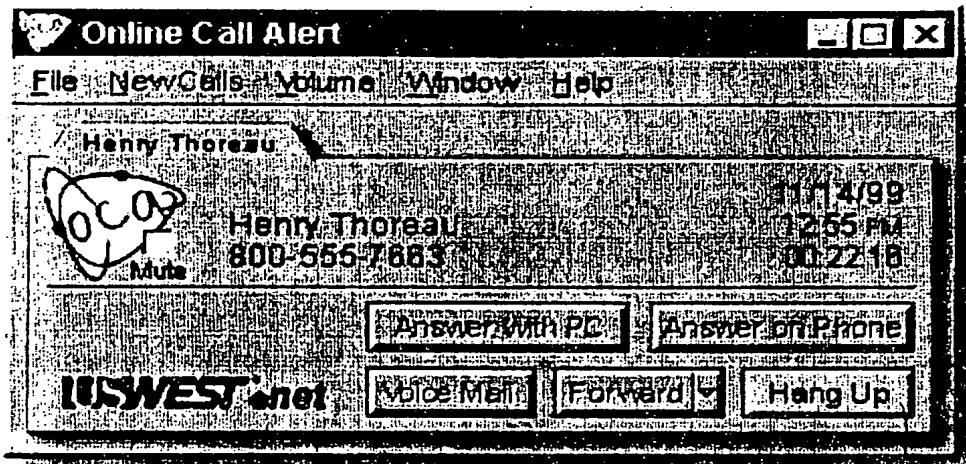


FIG 5

60

62

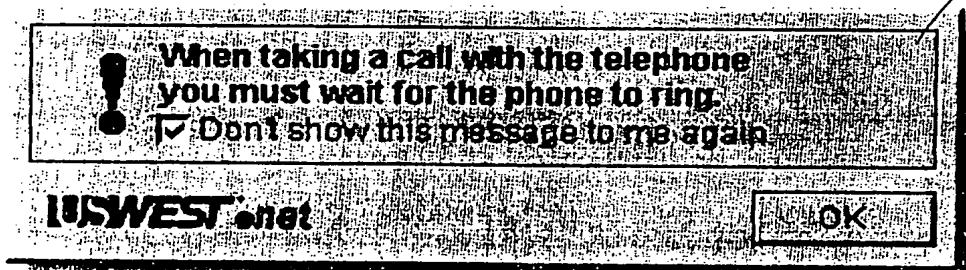
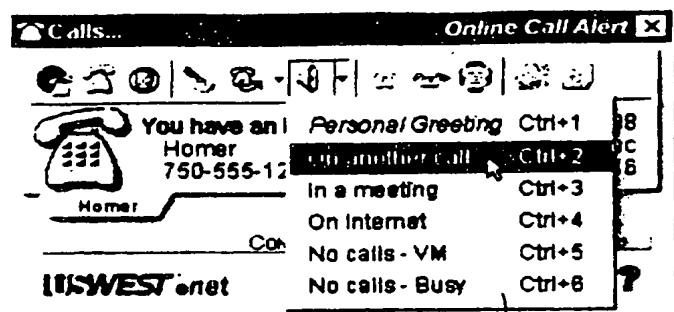


FIG 6



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FIG 7

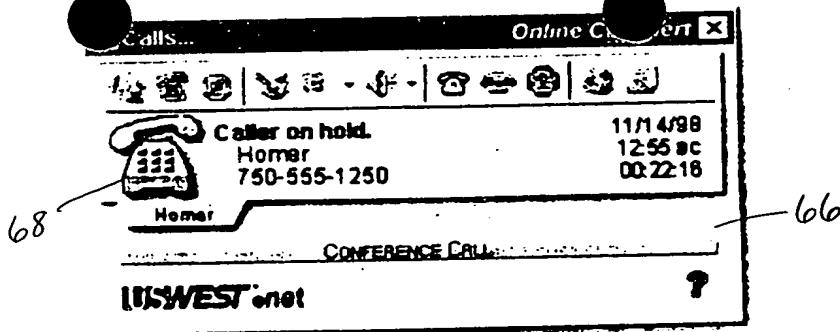


FIG 8

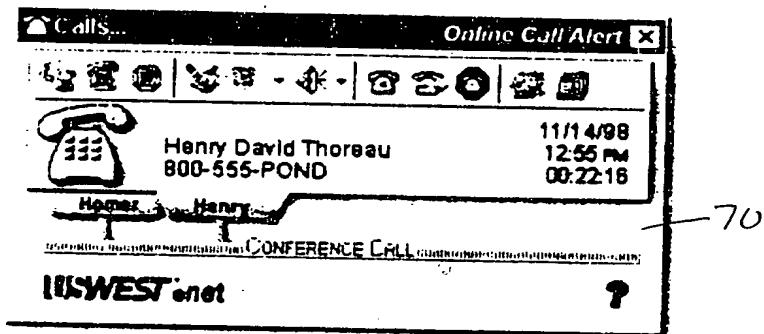


FIG 9

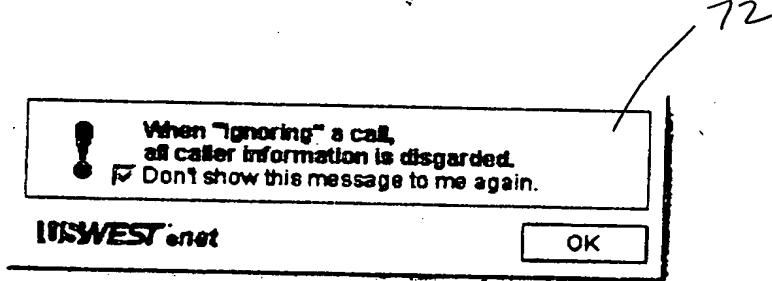


FIG 10

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Save	Call Type	Name	Number	Date and Time	Duration
	New	Felipe Castro	(303) 541-6315	6/10/1999 9:18:00 AM	
	New	No Caller ID		6/8/1999 10:05:11 PM	
	Fwd-Cell Phone	U S West Advc T	(303) 541-4058	6/8/1999 1:49:00 PM	
	Answered	Private Caller		6/8/1999 1:30:00 PM	00:04:31
	Answered	Firestone Tire	(303) 422-9169	6/5/1999 3:29:00 PM	00:02:22
	Voice Mail	Out-of-Area Caller		6/3/1999 3:00:00 PM	
✓	Missed	Kamholz David	(303) 541-6188	6/3/1999 9:11:00 AM	
	Answered	Personalized Tr	(303) 706-9705	6/2/1999 1:21:00 PM	00:04:31
	Missed	U S West	(303) 541-6470	6/2/1999 8:16:00 AM	
✓	Answered	Delta Realty	(303) 422-0882	6/1/1999 3:02:00 PM	00:03:13

USWEST onetel

FIG 11

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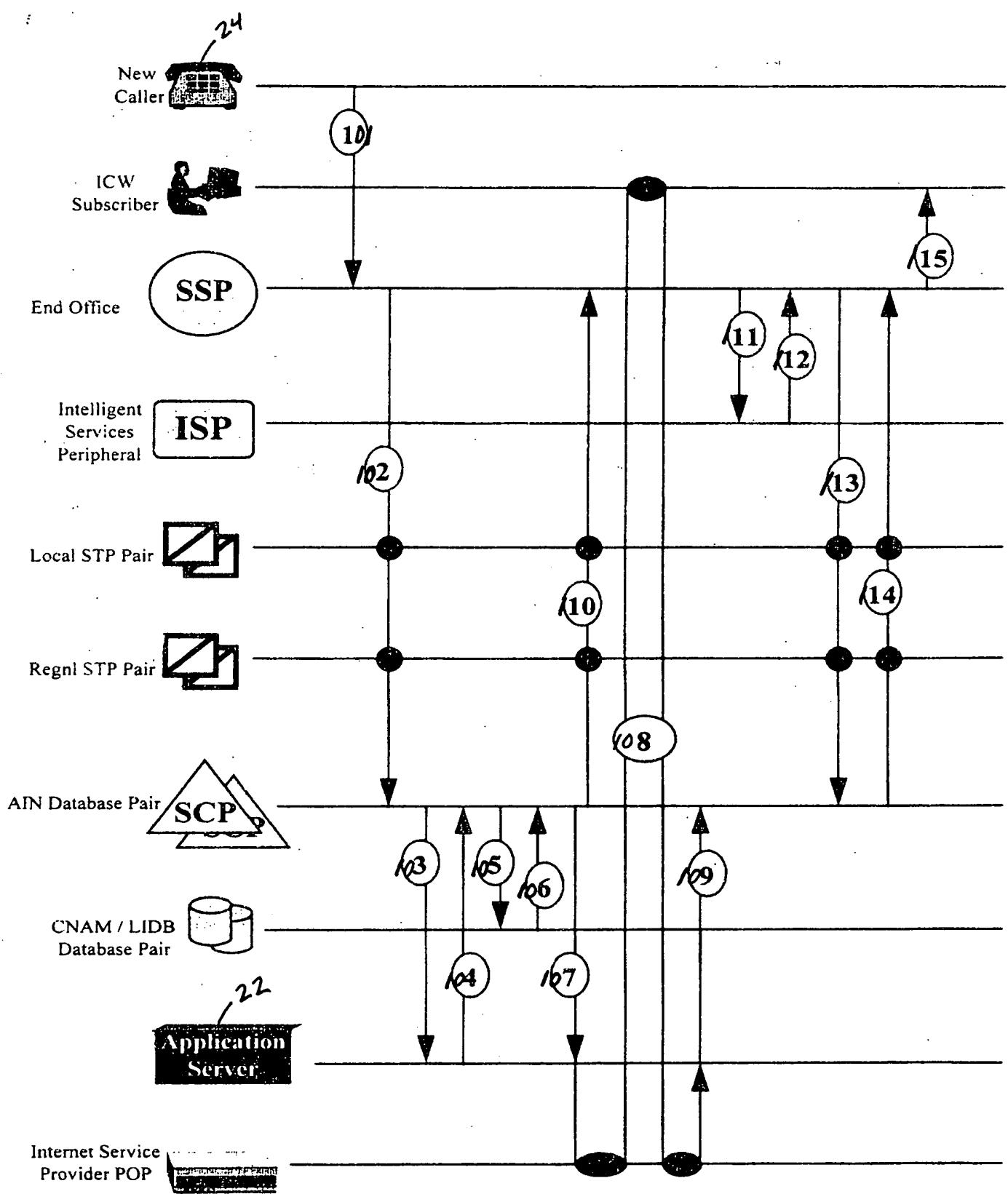
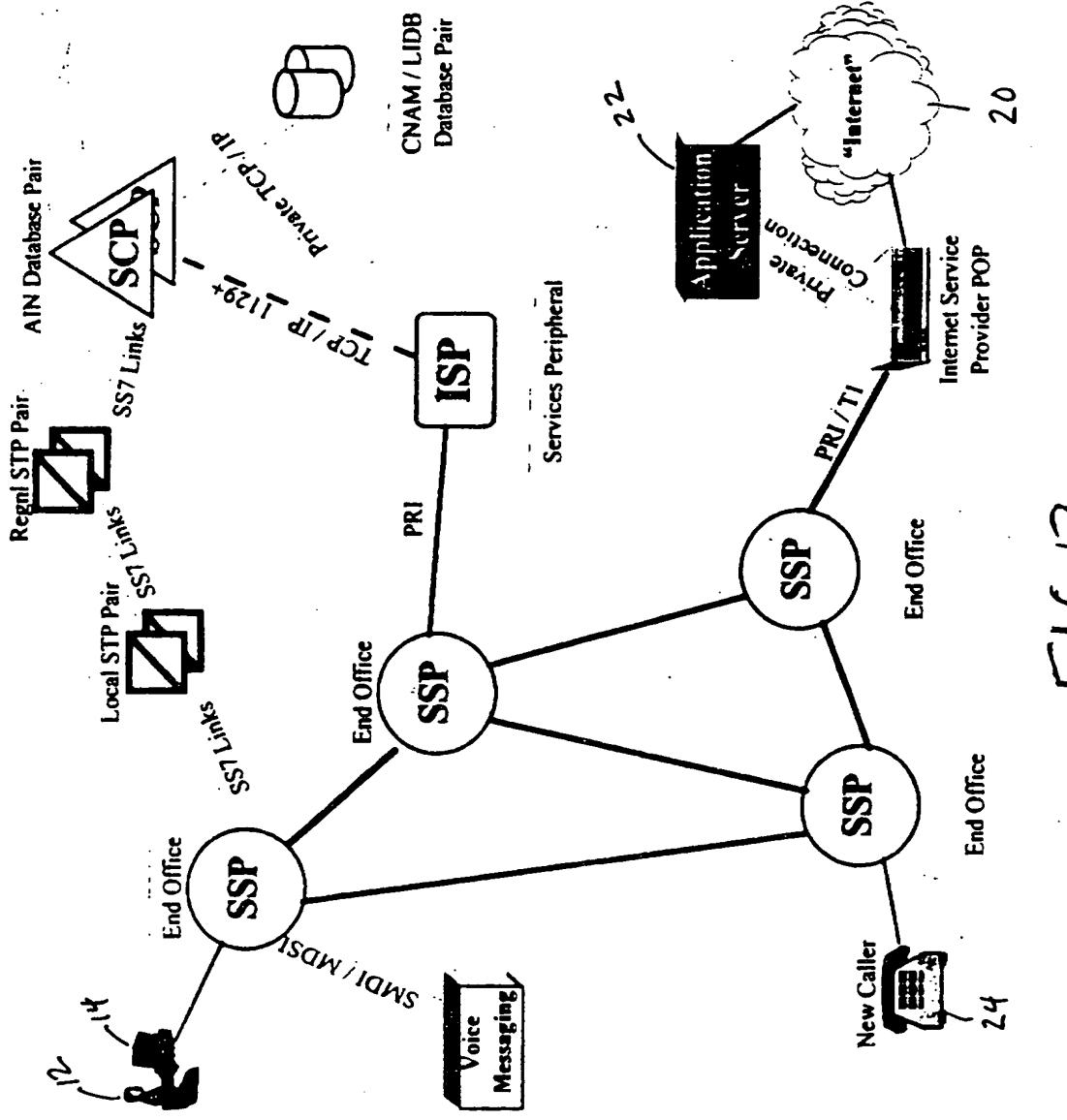


FIGURE 12



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